



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

December 9, 2021

Mr. Karl Lirette, CEO
United Healthcare Community Plan
3838 N. Causeway Blvd., Suite 2600
Metairie, LA 70002

RE: Notice of Monetary Penalty – Failure to Provide NEMT Timely

Dear Karl:

By Notice of Monetary Penalty dated March 19, 2021, UHC was penalized for its failure to provide NEMT services in a timely manner and was notified that additional penalties may be levied for the failure to provide timely transports in the future. Page 52 of the MCO Manual provides:

Hospital discharges shall be transported within three hours of notification by a medical facility.

Below is a summary of one instance in which UHC failed to provide NEMT in a timely manner.

On November 15, 2021, LDH was contacted by Northlake Behavior Health System in Mandeville (NBHS) regarding the November 15, 2021 discharge of member Akwasi Assensoh. NBHS stated that their coordinator called UHC's transportation broker on November 12, 2021 to arrange the discharge transport but was told that the transport could not be requested until the day the member is actually discharged from the facility. NBHS contacted the broker on November 15, 2021 at 7:42 AM to schedule the discharge transport. When the member was not picked up within the three-hour timeframe, the facility notified the broker that the member still needed transportation. On November 24, 2021, UHC confirmed its transportation broker's failure to arrive on time for the transport and reported that the member was not picked up until 2:06 PM. UHC reported that its broker confirmed it received the discharge transport request from NBHS on November 15, 2021 at 7:42 AM but due to a travel distance of 217 miles, the broker experienced difficulties locating an available provider. UHC also confirmed that on November 12,

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2021, NBHS was incorrectly informed by the transportation broker that it could not accept advance requests for discharge transport. UHC provided that the call center agent has been counseled on proper procedure regarding discharge transport requests.

Failure to adhere to the contract requirements cited herein warrants the assessment of a monetary penalty per occurrence per calendar day of non-compliance of \$5,000, as outlined in the contract between UHC and LDH. A total penalty in the amount of \$5,000 will be retained from the next monthly capitation payment made to UHC.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Michael Boutte
Medicaid Deputy Director

MB/lj

cc: Brandon Bueche
Melanie Doucet
Patrick Gillies
Veronica Gonzalez
Marisa Naquin
Kim Sullivan
Christina Wilson
UHC2-50